

# **IT Professional Technical Services Master Contract Program 902TS**

## **Statement of Work (SOW) For Technology Services**

### **Issued By**

**Minnesota Department of Office of Enterprise Technology**

**Project Title** Minnesota Office of Enterprise Technology Website Project

**Service Category(ies)**  
**Analyst-Technical;**  
**Documentation Specialist;**  
**Project Management;**  
**Web Applications Specialist - .NET/ASP;**  
**Web Applications Specialist – Java/JSP/Servlets;**  
**Web Content Management – Metadata/Data Classification;**  
**Web Design and Development – HTML/XML/DHTML CSS Javascript**

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## **Scope of Work**

The Office of Enterprise Technology (OET) is seeking assistance for it's website. The website uses Tridion CMS and Vivisimo search integration. The purpose of vendor engagement for this project is to:

- Acquire professional services to provide proven, capable and reusable website migration methodology and execution plan documentation as it relates to Tridion website migration
- Review and utilize the current draft OET sitemap and work with the OET communications office on any additional updates or necessary changes

- Capture requirements from OET business staff sufficiently to develop page templates within the new Tridion WCM environment
- Work with OET Application Management design team to complete the web page design work in progress for the OET website
- Review and utilize the OET Tridion technical architecture requirements documentation as a basis for Tridion page template development
- Design, develop and deliver Tridion page templates to meet business and technical requirements starting at the schema level
- Work with OET staff and other vendors as needed utilizing the OET purchased Kapow web content migration tools to migrate all relevant content from the current BroadVision WCM platform
- Train OET business staff on the use of content entry forms, workflows and other tools needed to maintain the new OET website on the Tridion platform
- Work with OET technical staff to configure the Tridion WCM system for in-context editing of web pages to simplify the infrequent content contributor's use of the OET content management tools.
- Provide knowledge transfer to the OET technical staff maintaining the application and supporting systems on all work performed as part of this project.
- Document the design, development and integration of the OET website templates, structure groups, components, schemas, workflow, and all other Tridion configuration details.

## **Background**

The OET website ([www.oet.state.mn.us](http://www.oet.state.mn.us)) is hosted on a legacy BroadVision WCM software platform as well as static content ([www.oet.state.mn.us/itproducts](http://www.oet.state.mn.us/itproducts)) that we wish to move to the new OET website.

There are approximately 500 BroadVision dynamically generated .jsp pages (not page templates, but unique pages of content) in addition, there are approximately 1200 static pages delivering the IT Products content for the Information Systems Resource Management (ISRM) division which can be found at [www.oet.state.mn.us/itproducts](http://www.oet.state.mn.us/itproducts).

## **Integrations**

OET has purchased the NewScale IT Service Catalog solution and needs to integrate this with the overall OET website. NewScale provides a JSR168 compliant web portlet that needs to be embedded in appropriate Tridion page templates. The contractor selected for this effort must gather requirements, determine the best approach, and integrate the portlet into the Tridion based OET website templates.

## **Scope**

The OET extranet and intranet web sites and content are not in scope. However it is assumed page template components developed as part of this project can and will be extensible to suit future development of those sites.

OET will provide HTML and CSS for the existing public OET website and will work with the contractor to develop the same for new requirements identified as part of this project.

## **Project Management**

Overall OET website program management will be provided by OET. The vendor is expected to describe and provide project management for their portion of work and interface with OET project management to ensure project management principles of project delivery are met.

OET will provide an online project collaboration space where all important project related documents and deliverables should be kept. Relevant documentation includes: foundation documents, design deliverables, milestone deliverables, and team directories with phone and email.

## **Tridion WCM Development**

The page template types listed below are an assumed minimum needed based on analysis of the current OET website and current site map. They are not intended to identify the final number or types of templates needed, rather an estimation of effort:

- Home page, Landing pages, Generic Page
- News Index page, News Article page
- Index Section, Sitemap page
- Binary page (Images, PDFs other download types)
- Search Results Page
- Staff Biography Page

The vendor must learn business requirements and create Tridion content management workflows sufficient to support the ongoing maintenance of the OET website. Requirements gathered by the vendor from the OET Communications Office will provide the appropriate detail and number of these workflows. Content creation, editing and deletion must be possible via both the Tridion content manager and through the use of Tridion's SiteEdit in-context content editing capability throughout the OET website.

## **Training, Knowledge Transfer and Documentation**

The vendor must provide knowledge transfer of all template development and train relevant OET staff on maintenance of all WCM components developed, integrated or modified. Documentation should be embedded within templates and code as appropriate as well as master documentation able to replicate and maintain what was built.

## **OET Website Content Migration**

As a part of project, the vendor will need to work with OET staff to utilize web content migration software purchased by OET from Kapow Technology for ETL from the current BroadVision based website to the Tridion WCM solution.

## **Vivisimo Integration and Support**

OET has worked with Vivisimo to implement their Velocity Enterprise Search platform. The vendor will need to work with OET staff to ensure templates designed as part of this project allow for the inclusion of Dublin Core metadata elements, make end-user search engine queries highly usable from within the OET website and provide meaningful results pages from external search queries such as Google.

## **Timeframe, Methodology and Work Plan**

The vendor should propose a work plan and high-level methodology/approach to completing the project within a 1-4 month timeframe.

**Required Skills of Vendor:**

1. SDL Tridion WCM product architecture, development, design, configuration and hosting expertise
2. HTML, CSS, XML, JSP, JavaScript, VB Script and other web-related development expertise
3. Project Management expertise
4. Comprehensive website business and technical requirements gathering expertise

**Desired Skills of Vendor:**

1. Facilitation skills
2. Technical writing skills

**Process Schedule**

- |  |                        |
|--|------------------------|
| • Deadline for Questions                     | 12/ 8/2009, 4:30pm CT  |
| • Posted Response to Questions               | 12/ 10/2009, 4:30pm CT |
| • Proposals due                              | 12/14/2009, 1:00pm CT  |
| • Anticipated proposal evaluation begins     | 12/14/2009, 2:00pm CT  |
| • Anticipated proposal evaluation & decision | 12/17 /2009, 4:30pm CT |

**Questions**

Any questions regarding this Statement of Work should be submitted via email by: 12/8/2009 4:30pm CT to:  
[James.Kauth@state.mn.us](mailto:James.Kauth@state.mn.us)

Questions and answers will be posted on the OET website by date: 12/10/2009

**Statement of Work Evaluation Process**

Experience rating: 30%

Required Skills rating: 25%

Work Plan rating: 15%

Cost rating: 30%

**Response Requirements:**

- Company overview
  - Company history, growth
  - Current financial data if publicly available
- Project Overview
- Detailed response to “Business/Project Requirements”
  - Description of the vendor’s understanding of the need and explanation of their proposed solution.
  - Explain how the project will meet the requirements.
- Detailed response to “Project Approach”
  - Explain how the vendor will approach their participation in the project. This includes:
  - Organization and staffing (including staff qualifications, resumes, etc.)
  - Work-plan with life-cycle cost breakdown here
  - Contract/change management procedures
  - Project management (e.g. quality management, risk assessment/management, etc.)

- Documentation of progress such as status reports
- References: Provide three clients using the solution

### **Required forms to be returned or additional provisions that must be included in proposal**

- a) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Immigration Status Certification (if over \$50,000)  
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- d) Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- e) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Selected Liability Language:

#### **Indemnification and Hold Harmless**

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract."

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

## **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

## **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

## **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Laws of Minnesota, 2009, Chapter 101, Article 2, Section 56, eligible certified veteran-owned and eligible certified service-disabled veteran-owned small businesses will receive a 6 percent preference in the evaluation of their proposal.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses should complete the Veteran-Owned/Service Disabled Veteran-Owned Preference Form in this solicitation, and include the required documentation. Only eligible, certified, veteran-owned/service disabled small businesses that provide the required documentation, per the form, will be given the preference.

Eligible veteran-owned and eligible service-disabled veteran-owned small businesses must be currently certified by the U.S. Department of Veterans Affairs prior to the solicitation opening date and time to receive the preference.

Information regarding certification by the United States Department of Veterans Affairs may be found at <http://www.vetbiz.gov>.

**Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.